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ABSTRACT

Each December, Gateway Community-Technical College (GCTC), in Connecticut, surveys graduates from the previous spring to determine their educational outcomes, employment status, and perceptions of GCTC's programs and services. In 1992, 268 degrees and certificates were awarded at the college's Long Wharf (LW) campus, while 119 were awarded at the North Haven (NH) campus. Completed questionnaires were received from 142 LW and 56 NH graduates, and responses were analyzed for each campus separately. With respect to graduate outcomes, 90% of the LW graduates indicated that they had achieved their primary goals of either transfer credit, occupational training, professional/skills improvement, career change, or personal enrichment; 38% were currently employed full-time and 39% were employed part-time; and 43% of the graduates were currently enrolled at another college. Outcomes for NH graduates indicated that 66.1% had achieved their primary goals; 9% were currently employed full-time and 75% were employed part-time; and 48% of graduates were currently enrolled at another college. With respect to graduates' evaluations of GCTC programs and services, at LW the highest ratings were given to faculty understanding and the relationship between grades and effort/performance, while the lowest ratings were given to parking facilities and cafeteria food. At NH, the highest ratings were given to the library staff and the timeliness of transcripts, while campus security and job placement were rated lowest. The survey instrument and tabled responses are appended. (KP)

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GATEWAY COMMUNITY-TECHNICAL COLLEGE
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ED 375 886

REPORT # 93-3

1992 GRADUATE SURVEY

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SURVEY OF 1992 GRADUATES

Introduction

Each December the Community-Technical Colleges survey their graduates from the previous spring. This report presents the results of the 1992 Survey of Graduates. A total of 387 degrees and certificates were awarded: 69.3 percent (268) to graduates of Long Wharf Campus programs and 30.7 percent (119) to graduates of North Haven Campus programs. The survey response rates were substantially lower for the Long Wharf Campus (142=53%) and higher for the North Haven Campus (56=47%) than their respective representation in the graduating class. However, since the responses in this report are separated for the Long Wharf (LW) and North Haven (NH) campuses, this difference has no affect. An analysis of respondents according to gender indicates that, for the Long Wharf Campus, the 3:1 female to male response rate is the same as the graduation rate. For the North Haven Campus, the 5:1 male to female response rate is slightly lower than the 7:1 graduation rate. A copy of the survey form is included as Appendix A.

Part I: Goals, Education and Employment

Long Wharf Campus

Ninety percent of all respondents (128) indicated that they did achieve their primary goal while attending college [SYSTEMWIDE: 85.1%]. Following is the percent achievement rate for each of the five goal choices: Transfer credit (89.5%); Occupational Training (92.3%); Professional/Skills Improvement (96.2%); Career Change (82.1%); or Personal Enrichment (94.1%).

More than one-third (37.3%) had some college when they began their studies here; an additional nine percent had a college degree or certificate [SYSTEMWIDE: 43%].

Thirty-eight percent of the respondents were employed full-time and 39 percent were employed part-time [SYSTEMWIDE: 40% AND 44%]. Forty five percent attended full-time. Forty percent of the respondents attended primarily in the evening, 29 percent attended during the day and 30 percent attended a combination of day and evening [SYSTEMWIDE, RESPECTIVELY: 50%, 31%, 28%, AND 40%].

Forty-three percent (60) are currently enrolled in another college [SYSTEMWIDE: 44%]: 30 of those (50%) are at a CSU campus, while 20 (33%) are at a private four-year school in-state [SYSTEMWIDE: 34% AND 19%, respectively]; six are enrolled in a CTC and the remainder are at other post secondary institutions. Of those furthering their education, 64 percent are in the same or related major [SYTEMWIDE: 75%]; 20 percent [SYSTEMWIDE: 20%] are in an unrelated major and 16% did not respond. Eighty-five percent indicated their education at Long Wharf Campus was either adequate or excellent [SYSTEMWIDE: 97%]--only one respondent indicated inadequate preparation.

Seventy-nine percent of the respondents are currently employed [SYSTEMWIDE: 79%]; about eight percent are seeking employment and 13.4 percent are not seeking employment. There is almost an even distribution regarding current employment: 25.4 percent had this job before attending college; 23.8 percent got this job while attending and 23.9 percent got this job after graduation [SYSTEMWIDE: 32%, 28% AND 33%,respectively]. The remainder indicated not applicable or did not respond. Thirty-one percent indicated their education here helped them get their current job; 18.3 percent indicated it helped them get a salary increase; 12.7 percent indicated it helped get them a promotion. Almost 38 percent indicated their education helped their career in some way; almost half (48.6%) indicated that their job was related to their educational program.

North Haven Campus

Only two-thirds (66.1%) of the respondents indicated that they did achieve their primary goal while attending college: Transfer credit (73.3%); Occupational Training (55.0%); Professional/Skills Improvement (83.3%); Career Change (69.2%); or Personal Enrichment (50%).

Twenty five percent of the respondents had some college when they began their studies; an additional 12.5 percent had a college degree or certificate.

Nine percent of the respondents were employed full-time and 75 percent were employed part-time while attending; 87.5% attended full-time; about two-thirds attended primarily days, while another 27 percent attended a combination of days and evenings; only 5.4% attended primarily evenings.

Forty eight percent of the graduates (27) are currently enrolled at another college: 11 (41%) at a CSU campus, six at a private four year college, four at another CTC, three at UConn, and three out of state. Of those continuing their education, almost three quarters (74.1%) are in the same or a related major; the same percentage (74.1%) rated their educational preparation as either excellent or adequate.

Seventy five percent of the respondents indicated they were currently employed; nine percent are seeking employment and 16.1 percent are not seeking employment. Some of those employed may also be attending college. Almost 25 percent of the respondents (23.2%) had their current job before starting their studies at North Haven Campus and another 7.1 percent became employed while attending; however, almost 40 percent (37.5%) got their jobs after graduation. (The remainder did not respond.) Thirty four percent indicated their education helped them get the job; 34 percent indicated it did not. Only 7.1 percent indicated their education helped them get a salary increase; 5.4 percent indicated it helped them get a promotion; 37.5 percent indicated it helped them in their career; and 48.2 percent indicated that their current job is related to their education.

A comparison of campus responses is included as Appendix B.

Part II: Evaluation of Programs and Services

In this section of the questionnaire, graduates were presented with 68 specific statements about the college with which to agree or disagree. All of the items consisted of a positive statement about some aspect of the college. Graduates indicated their level of agreement with these statements according to the following scale, SA=Strongly Agree (+2); A=Agree (+1); D=Disagree (-1); and SD=Strongly Disagree (-2). The NR column indicates that there was either no response or no basis to evaluate the statement; a weight of 0 was applied to this response.

Tables presenting the evaluation of programs and services are included as Appendix C. The numbers in each of the cells refer to the percentage of respondents so indicating that level of agreement. For 32 of the 68 measures, more than 20% of the respondents indicated "not available/not used" or "no response." [A table showing the evaluation measures for which more than 20 percent of the respondents answered NR is included as Appendix D.] While it is expected that certain specific areas would have a high level of "no response" for non-users (e.g., adequacy of language labs LW=93.6% ; NH=69.7%), other areas of generally available programs/services were either unknown to students or students felt they were not essential to their needs. This makes the responses and mean scores for these measures unrepresentative of all respondents. Further, the level of non-responses was not consistent between the two campuses. For some measures, such as computer labs, programmatic differences were obviously a deciding factor; in areas of common services, e.g., Graduation Evaluation, the differences are harder to explain (see Appendix D).

There also was a clustering of evaluation measures for which there was the high no-response rate: none of the Course or Faculty measures were included; all five Counseling measures were included for the Long Wharf Campus (only two on the North Haven Campus); none of the Library measures; all of the Computer Lab measures on the Long Wharf Campus, none on the North Haven Campus; all the Language Lab and Tutoring measures; none of the Bookstore measures; all seven Student Life measures on the Long Wharf Campus, five of the seven on the North Haven Campus; under the 13 Administration measures (Tables 6A & 6B), only the same two items (transcripts to other institutions/employers and financial aid information) were noted for both campuses and Graduation Evaluation for the North Haven Campus.

A table showing the number of respondents and mean scores for each evaluation measure is included as Appendix E. The mean scores for the items on the **Long Wharf Campus** ranged from a high of 1.29 to a low of -0.39. On the **North Haven Campus**, the range was 1.60 to -0.50.

For those evaluation measures that more than half the respondents (LW=71; NH=28) answered, the five measures receiving the highest rating--most strongly agreed--were, in order (corresponding scores for the other campus are also noted):

Long Wharf Campus

Faculty understanding & depth of subject (**1.29**; NH=1.07)
Grades show effort & performance (**1.27**; NH=0.96)
Academic records are accurate (**1.26**; NH=1.23)
Initial CTC contact was positive (**1.24**; NH=1.06)
Transcripts/grades to me timely (**1.19**; NH=1.39)

North Haven Campus

Library staff available & helpful (**1.60**; LW=0.94)
Transcript/grades to me timely (**1.39**; LW=1.19)
Library had needed materials (**1.36**; LW=0.72)
Library equipment up to date (**1.34**; LW=0.87)
Library times convenient (**1.29**; LW=0.59)

The five measures receiving the lowest rating--most strongly disagreed--were, in order:

Long Wharf Campus

Parking space adequate (**-0.39**; NH=0.87)
Parking well laid out & lit (**0.11**; NH=0.80)
Cafeteria food acceptable (**0.18**; NH=0.40)
Registration process efficient (**0.19**; NH=1.17)
Registration staffing adequate (**0.31**; NH=1.13)

North Haven Campus

Security visible & active (**-0.50**; LW=0.72)
Job placement effective (**-0.34**; LW=-0.05)
Useful & interesting electives (**-0.30**; LW=0.80)
Events varied & interesting (**-0.10**; LW=0.59)
Events encouraged development (**-0.10**; LW=0.73)

For the Long Wharf Campus, 50 of the 68 evaluation measures had a mean score of less than 1.00, indicating that while there was agreement on these measures (only three measures were negative), a significant number of respondents disagreed to pull the average below consensus agreement. For the North Haven Campus, 39 measures received mean scores below 1.00. There were five measures that had negative mean scores.

APPENDIX A

CONNECTICUT COMMUNITY-TECHNICAL COLLEGES

SURVEY OF GRADUATES

SECTION 1

ALL 1992 graduates complete this section.
Please circle the **ONE** response that best describes your situation.

A. When you were attending our college, what was your primary goal? (circle one)

1 FOUR-YEAR COLLEGE/UNIVERSITY TRANSFER CREDIT
2 OCCUPATIONAL TRAINING FOR FIRST JOB
3 PROFESSIONAL IMPROVEMENT/IMPROVEMENT OF SKILLS IN PRESENT JOB
4 PREPARE FOR A CAREER CHANGE
5 PERSONAL ENRICHMENT

B. Was your goal achieved? (circle one)

1 YES 2 NO

C. At the time you began your studies at our college, what was the highest level of education you had completed? (circle one)

1 GED
2 HIGH SCHOOL DIPLOMA
3 SOME COLLEGE
4 COMM. OR TECH. COLLEGE CERTIFICATE
5 ASSOCIATE DEGREE
6 BACHELORS' DEGREE
7 MASTERS' DEGREE
8 DOCTORATE OR PROFESSIONAL DEGREE
9 OTHER_____

D. While attending our college were you usually employed (circle one)

1 FULL-TIME (35 OR MORE HOURS PER WEEK)
2 PART-TIME (20 - 34 HOURS PER WEEK)
3 PART-TIME (LESS THAN 20 HOURS PER WEEK)
4 NOT EMPLOYED

E. While attending our college were you usually enrolled (circle one)

1 FULL-TIME (12 or more credits per semester) 2 PART-TIME (less than 12 credits per semester)

F. Did you usually attend (circle one)

1 DAYS 2 EVENINGS 3 BOTH DAY AND EVENING 4 WEEKENDS

G. To what extent did you participate in extra-curricular activities?

1 OFTEN
2 SOMETIMES
3 RARELY
4 NEVER

H. What is your current occupational status? (circle one)

1 MILITARY SERVICE, FULL-TIME
2 FULL-TIME EMPLOYMENT (35 OR MORE HOURS PER WEEK)
3 PART-TIME EMPLOYMENT (LESS THAN 35 HOURS PER WEEK)
4 * UNEMPLOYED (BUT ACTIVELY SEEKING EMPLOYMENT)
5 UNEMPLOYED (NOT ACTIVELY SEEKING EMPLOYMENT)

If you are unemployed (not actively seeking employment) please indicate the reason:

1 DISABLED
2 CARING FOR DEPENDENTS
3 STUDENT
4 RETIRED
5 OTHER_____

I. What is your current educational status? (circle one)

1 FULL-TIME STUDENT 2 PART-TIME STUDENT 3 NOT A STUDENT

STUDENTS, GO ON TO SECTION 2
NON-STUDENTS, SKIP TO SECTION 3

* If you are unemployed (but actively seeking employment) please feel free to call our placement office.

SECTION 2

If you are currently a Student: Please fill out this section.
If you are not a student, go to Section 3.

J Name of college/university in which you are presently enrolled.

_____

K What is your present class status at the institution named above? (circle one)

1	FRESHMAN	3	JUNIOR	5	MASTERS OR PH.D. CANDIDATE
2	SOPHOMORE	4	SENIOR	6	OTHER (NON-DEGREE, ETC.)

L What is your present major? _____

M Is your present major

1 THE SAME AS YOUR TECHNICAL OR COMMUNITY COLLEGE DEGREE MAJOR?
2 RELATED TO YOUR TECHNICAL OR COMMUNITY COLLEGE DEGREE MAJOR?
3 NOT RELATED TO YOUR TECHNICAL OR COMMUNITY COLLEGE DEGREE MAJOR?

N How do you rate your Community or Technical College education as preparation for your present college studies? (circle one)

1 EXCELLENT PREPARATION
2 ADEQUATE PREPARATION
3 INADEQUATE PREPARATION

O How many credits did you offer in transfer? _____

P How many credits were accepted in transfer? _____

SECTION 3

If you are currently Employed (Full-time, Part-time, and Full-time military) please fill out this section.
If you are not currently employed, go on to Section 4.

Q What is the name of your current employer? _____

In what town is it located? _____

R What is your title? _____

S When did you obtain your current job? (circle one)

1 BEFORE ATTENDING OUR COMMUNITY OR TECHNICAL COLLEGE
2 WHILE ATTENDING OUR COMMUNITY OR TECHNICAL COLLEGE
3 AFTER GRADUATION FROM OUR COMMUNITY OR TECHNICAL COLLEGE

T Did your community or technical college education help you ... (circle one answer for each question)

GET A NEW JOB?	1	YES	2	NO
GET A SALARY INCREASE IN YOUR JOB?	1	YES	2	NO
GAIN A PROMOTION?	1	YES	2	NO

U Is your present job related to your community or technical college program? (circle one)

1 YES 2 NO

If no, please indicate why: (circle one)

1 PREFERRED TO WORK IN ANOTHER FIELD
2 COULD NOT FIND A JOB IN FIELD OF PREPARATION
3 FOUND A BETTER PAYING JOB IN ANOTHER FIELD
4 WAS NOT SUFFICIENTLY QUALIFIED
5 REMAINED AT THE SAME JOB HELD WHILE ATTENDING
6 TOOK COURSES FOR ENRICHMENT, NOT RELATED TO JOB
7 HAVE NOT YET LOOKED FOR JOB IN FIELD (OTHER COMMITMENTS, OR STILL A STUDENT)

V What is your current gross salary? (Do not include overtime)

Full-Time employees answer here: $_____ PER YEAR based on _____ HOURS PER WEEK

Part-Time employees answer here: $_____ PER HOUR working _____ HOURS PER WEEK (on average)

SECTION 4

ALL 1992 graduates: Please evaluate College Programs and Services.
Circle **ONE** response for each item being evaluated.

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DIDN'T USE OR NOT AVAILABLE
A. COURSES					
Courses in my major provided the information I need to succeed in this field.	1	2	3	4	0
There was an adequate number of courses to select from to fulfill my major.	1	2	3	4	0
Required courses were available at convenient times for me.	1	2	3	4	0
In most of my major courses, grades generally reflected effort and quality of performance.	1	2	3	4	0
Tests adequately covered the materials presented in the courses.	1	2	3	4	0
Textbooks and other materials were appropriate to each course in content and level of writing.	1	2	3	4	0
There were a number of useful and interesting courses outside the major from which to choose electives.	1	2	3	4	0
B. FACULTY					
Most faculty showed an understanding and depth of the subject matter they were teaching.	1	2	3	4	0
Most faculty clearly expressed and related the concepts of the material they were teaching.	1	2	3	4	0
Most faculty members assisted me in meeting my educational goals.	1	2	3	4	0
Most faculty members showed concern for me as an individual.	1	2	3	4	0
Most faculty members were available to me outside of class.	1	2	3	4	0
C. COUNSELING					
Adequate counseling existed to help me explore career opportunities for my future.	1	2	3	4	0
Adequate counseling existed to help me deal with personal problems.	1	2	3	4	0
Course and program advice I received helped me clarify and achieve my educational goals.	1	2	3	4	0
Job placement services were effective.	1	2	3	4	0
Counseling personnel were usually helpful and understanding.	1	2	3	4	0
D. LEARNING RESOURCES					
The college library contained the materials I needed to complete most course assignments.	1	2	3	4	0
The college library was open at convenient times for me while classes were in session.	1	2	3	4	0
The library staff was generally available and helpful.	1	2	3	4	0
Most of the time, the library was a good place to study.	1	2	3	4	0
The Computer Labs had the software I needed to complete course assignments.	1	2	3	4	0
The Computer Labs had an adequate number of workstations available.	1	2	3	4	0
The Computer Labs were open at convenient times for me while classes were in session.	1	2	3	4	0
The Computer Lab staff was generally available and helpful.	1	2	3	4	0
The Language Labs were an effective resource for me.	1	2	3	4	0

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DIDN'T USE OR NOT AVAILABLE
The Language Labs were open at convenient times for me while classes were in session.	1	2	3	4	0
Tutors were competent and understanding of my needs.	1	2	3	4	0
Tutoring/Learning Lab services were readily available to me.	1	2	3	4	0
The bookstore generally had the textbooks I needed.	1	2	3	4	0
The bookstore was open at convenient times for me.	1	2	3	4	0
Bookstore procedures for purchase, return, and special orders were well organized.	1	2	3	4	0
Bookstore personnel were generally helpful.	1	2	3	4	0
E. STUDENT LIFE					
Orientation programs were appropriate to my needs.	1	2	3	4	0
I felt that I was an integral part of the student body.	1	2	3	4	0
I found a positive attitude toward individual differences on campus.	1	2	3	4	0
Campus events were varied and interesting.	1	2	3	4	0
Many campus events were structured to encourage growth and development of all students.	1	2	3	4	0
I enjoyed the social and recreational programs at the college.	1	2	3	4	0
I benefitted from the programs and services of the student health office.	1	2	3	4	0
F. ADMINISTRATION					
My initial contact with the college was a positive experience.	1	2	3	4	0
Information I received concerning admissions was helpful and complete.	1	2	3	4	0
Information about the registration process was helpful and complete.	1	2	3	4	0
Adequate registration times were offered by the college.	1	2	3	4	0
Adequate staffing to complete registration was available.	1	2	3	4	0
The registration process was generally well organized and efficient.	1	2	3	4	0
Transcripts/grade reports were sent to me each semester in a timely manner.	1	2	3	4	0
Transcripts I requested for other institutions or employers were sent out in a timely manner.	1	2	3	4	0
The academic records I received were accurate.	1	2	3	4	0
Information I received concerning financial aid was helpful and complete.	1	2	3	4	0
Information on graduation policies and procedures was clear and thorough.	1	2	3	4	0
The graduation evaluation was helpful and complete.	1	2	3	4	0
Most college administrators and staff were sensitive to my special needs and concerns.	1	2	3	4	0

G. FACILITES	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DIDN'T USE OR NOT AVAILABLE
College facilities were adequate to my educational needs.	1	2	3	4	0
College facilities were generally clean and well-maintained.	1	2	3	4	0
These facilities had up-to-date equipment:					
a. Science Labs.	1	2	3	4	0
b. Nursing/Allied Health Labs.	1	2	3	4	0
c. Computer Labs.	1	2	3	4	0
d. Engineering/Technology Labs.	1	2	3	4	0
e. Language Labs.	1	2	3	4	0
f. Learning Labs.	1	2	3	4	0
g. Library.	1	2	3	4	0
The Cafeteria was open at convenient times for me.	1	2	3	4	0
Cafeteria food was of acceptable quality and variety.	1	2	3	4	0
Security was visible and active where needed.	1	2	3	4	0
Enough parking was generally provided for students.	1	2	3	4	0
Parking lots were well laid out and adequately lit.	1	2	3	4	0
Buildings and classrooms were easily accessible to everyone.	1	2	3	4	0

Your Comments are important to us!

If you have additional comments, please write them in the space below, or attach an additional sheet.

Thank you for taking time to fill out this survey.

Please return it in the enclosed postage-paid envelope.

APPENDIX B

Campus Comparison:

Goals, Education and Employment

	Long Wharf	North Haven
Graduates	268	119
Respondents	142	56
Achieved primary goal	90.1%	66.1%
Transfer credit	89.5	73.3
Occupational training	92.3	55.0
Professional/Skills Imp.	96.2	83.3
Career Change	82.1	69.2
Personal Enrichment	94.1	50.0
Education Level		
High School/GED	53.5%	62.5%
Some College	37.3	25.0
College Degree or Cert.	9.2	12.5
Employment		
Full-time	38.0%	8.9%
Part-time	38.8	75.0
Unemployed	21.1	16.1
Attendance		
Full-time	45.1%	87.5%
Part-time	54.2	12.5
Days	28.9	67.9
Evenings	40.1	5.3
Day & Evenings	30.3	26.8
Current Job		
Full-time	52.1%	55.4%
Part-time	26.1	19.6
Seeking Employment	7.7	8.9
Not Seeking Employment	13.4	16.1
Before Attending	25.4	23.2
While Attending	23.9	7.1
After Graduation	23.9	37.5
Education Helped Get Job	31.0	33.9
Salary Increase	18.3	7.1
Promotion	12.7	5.4
Education Helped Career	38.7	37.5
Related to Education	48.6	48.2

	Long Wharf	North Haven
Education (of those Attending)		
Full-time	44.3%	59.3%
Part-time	55.7	40.7
CSU	49.2	40.7
UConn	0.0	11.1
CTC	9.8	14.8
Other	41.0	23.4
Same/Related Major	63.9	74.1
Preparation		
Excellent	32.8%	37.0%
Adequate	50.8	37.0
Inadequate	1.6	11.1
No Response	14.8	11.9

APPENDIX C

Evaluation of Programs and Services

TABLE 1A: COURSES **(Long Wharf Campus)**

EVALUATION MEASURE	SD	D	A	SA	NR
Courses in my major provided the information I need to succeed in the field.	0.7	7.7	58.5	26.1	7.0
There was an adequate number of courses to select from to fulfill my major.	2.8	14.1	58.5	21.1	3.5
Required courses were available at convenient times for me.	4.2	19.0	54.2	19.7	2.8
In most of my major courses, grades generally reflected effort and quality of performance.	-	3.5	61.3	33.1	2.1
Tests adequately covered the materials presented in the courses.	1.4	4.2	62.0	30.3	2.1
Textbooks and other materials were appropriate to each course in content and level of writing.	2.1	7.7	65.5	22.5	2.1
There were a number of useful and interesting courses outside the major from which to choose electives.	2.1	14.8	57.7	17.6	7.7

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 1B: COURSES (**North Haven Campus**)

EVALUATION MEASURE	SD	D	A	SA	NR
Courses in my major provided the information I need to succeed in the field.	-	12.5	64.3	19.6	3.6
There was an adequate number of courses to select from to fulfill my major.	10.7	28.6	55.4	3.6	1.8
Required courses were available at convenient times for me.	5.4	26.8	55.4	12.5	-
In most of my major courses, grades generally reflected effort and quality of performance.	-	14.3	60.7	25.0	-
Tests adequately covered the materials presented in the course.	1.8	7.1	67.9	23.2	-
Textbooks and other materials were appropriate to each course in content and level of writing.	3.6	21.4	57.1	17.9	-
There were a number of useful and interesting courses outside the major from which to choose electives.	19.6	35.7	32.1	7.1	5.4

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 2A: FACULTY **(Long Wharf Campus)**

EVALUATION MEASURE	SD	D	A	SA	NR
Most faculty showed an understanding and depth of the subject matter they were teaching.	-	3.5	59.2	35.2	2.1
Most faculty clearly expressed and related the concepts of the material they were teaching.	-	5.6	62.7	28.9	2.8
Most faculty members assisted me in meeting my educational goals.	-	9.9	56.3	31.0	2.8
Most faculty members showed concern for me as an individual.	0.7	16.2	51.4	28.2	3.5
Most faculty members were available to me outside of class.	0.7	16.9	46.5	26.1	9.8

TABLE 2B: FACULTY **(North Haven Campus)**

EVALUATION MEASURE	SD	D	A	SA	NR
Most faculty showed an understanding and depth of the subject matter they were teaching.	1.8	3.6	75.0	19.6	-
Most faculty clearly expressed and related the concepts of the material they were teaching.	-	12.5	69.6	16.1	1.8
Most faculty members assisted me in meeting my educational goals.	-	5.4	73.2	21.4	-
Most faculty members showed concern for me as an individual.	-	10.7	64.3	25.0	-
Most faculty members were available to me outside of class.	1.8	5.4	51.8	41.1	-

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 3A: COUNSELING (**Long Wharf Campus**)

EVALUATION MEASURE	SD	D	A	SA	NR
Adequate counseling existed to help me explore career opportunities for my future.	5.6	17.6	37.3	12.7	26.7
Adequate counseling existed to help me deal with personal problems.	4.9	12.7	23.2	6.3	52.8
Course and program advice I received helped me clarify and achieve my educational goals.	4.9	14.8	43.0	13.4	23.9
Job placement services were effective.	4.2	9.9	11.3	2.8	71.8
Counseling personnel were usually helpful and understanding.	4.9	11.3	41.5	10.6	31.7

TABLE 3B: COUNSELING (**North Haven Campus**)

EVALUATION MEASURE	SD	D	A	SA	NR
Adequate counseling existed to help me explore career opportunities for my future.	8.9	7.1	41.1	28.6	14.3
Adequate counseling existed to help me deal with personal problems.	1.8	7.1	41.1	8.9	41.1
Course and program advice I received helped me clarify and achieve my educational goals.	7.1	14.3	42.9	21.4	14.3
Job placement services were effective.	14.3	21.4	12.5	8.9	42.9
Counseling personnel were usually helpful and understanding.		7.1	51.8	23.2	17.9

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 4A: LEARNING RESOURCES **(Long Wharf Campus)**

EVALUATION MEASURE	SD	D	A	SA	NR
The college library contained the materials I needed to complete most course assignments.	2.1	16.2	55.6	14.1	12.0
The college library was open at convenient times for me while classes were in session.	2.8	9.2	59.2	19.0	9.8
The library staff was generally available and helpful.	2.8	8.5	55.6	20.4	12.7
Most of the time, the library was a good place to study.	0.7	9.9	55.6	18.3	15.5
The Computer Labs had the software I needed to complete course assignments.	1.4	6.3	24.6	8.5	59.1
The Computer Labs had an adequate number of workstations available.	5.6	16.9	19.0	4.2	59.2
The Computer Labs were open at convenient times for me while classes were in session.	1.4	9.2	27.5	4.9	57.0
The Computer Lab staff was generally available and helpful.	2.1	11.3	20.7	6.3	59.8
The Language Labs were an effective resource for me.	-	5.6	5.6	1.4	87.3
The Language Labs were open at convenient times for me while classes were in session.	0.7	4.2	4.9	0.7	89.4
Tutors were competent and understanding of my needs.	1.4	5.6	14.1	7.7	71.1
Tutoring/Learning Lab services were readily available to me.	0.7	5.6	19.7	7.7	66.2
The bookstore generally had the textbooks I needed.	0.7	4.9	72.5	19.7	2.1
Bookstore was open at convenient times.	3.5	16.2	64.1	14.1	2.1
Bookstore procedures well organized.	7.0	15.5	60.6	11.3	5.6
Bookstore personnel were generally helpful.	2.1	7.0	69.0	18.3	3.5

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 4B: LEARNING RESOURCES (**North Haven Campus**)

EVALUATION MEASURE	SD	D	A	SA	NR
The college library contained the materials I needed to complete most course assignments.	1.8	-	55.4	41.1	1.8
The college library was open at convenient times for me while classes were in session.	1.8	1.8	58.9	37.5	-
The library staff was generally available and helpful.	-	-	39.3	58.9	1.8
Most of the time, the library was a good place to study.	-	8.9	55.4	35.7	-
The Computer Labs had the software I needed to complete course assignments.	1.8	-	57.1	33.9	7.1
The Computer Labs had an adequate number of workstations available.	1.8	16.1	48.2	28.6	5.4
The Computer Labs were open at convenient times for me while classes were in session.	1.8	14.3	58.9	19.6	5.4
The Computer Lab staff was generally available and helpful.	5.4	21.4	42.9	23.2	7.1
The Language Labs were an effective resource for me.	3.6	5.7	28.6	8.9	53.6
The Language Labs were open at convenient times for me while classes were in session.	-	8.9	28.6	5.4	57.2
Tutors were competent and understanding of my needs.	-	3.6	28.6	7.1	60.8
Tutoring/Learning Lab services were readily available to me.	-	5.4	35.7	8.9	50.0
The bookstore generally had the textbooks I needed.	1.8	7.1	60.7	26.8	3.6
Bookstore was open at convenient times.	5.4	12.5	62.5	16.1	3.6
Bookstore procedures well organized.	1.8	8.9	67.9	17.9	3.6
Bookstore personnel were generally helpful.	7.1	1.8	55.4	30.4	5.4

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 5A: STUDENT LIFE (**Long Wharf Campus**)

EVALUATION MEASURE	SD	D	A	SA	NR
Orientation programs were appropriate to my needs.	0.7	3.5	42.3	10.6	42.9
I felt that I was an integral part of the student body.	3.5	14.1	46.5	7.7	28.1
I found a positive attitude toward individual differences on campus.	2.1	8.5	50.7	14.1	24.6
Campus events were varied and interesting.	1.4	11.3	33.8	5.6	47.9
Many campus events were structured to encourage growth and development of all students.	1.4	7.0	36.6	4.9	50.0
I enjoyed the social and recreational programs at the college.	1.4	7.0	20.4	5.6	65.5
I benefitted from the programs and services of the student health office.	2.1	3.5	14.1	2.8	77.4

TABLE 5B: STUDENT LIFE (**North Haven Campus**)

EVALUATION MEASURE	SD	D	A	SA	NR
Orientation programs were appropriate to my needs.	3.6	5.4	58.9	5.4	26.8
I felt that I was an integral part of the student body.	7.1	19.6	55.4	10.7	7.2
I found a positive attitude toward individual differences on campus.	7.1	16.1	53.6	8.9	14.3
Campus events were varied and interesting.	8.9	26.8	53.9	1.8	28.6
Many campus events were structured to encourage growth and development of all students.	7.1	30.4	33.9	1.8	26.8
I enjoyed the social and recreational programs at the college.	7.1	17.9	35.7	1.8	37.5
I benefitted from the programs and services of the student health office.	5.4	5.4	17.9	-	71.4

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 6A: ADMINISTRATION **(Long Wharf Campus)**

EVALUATION MEASURE	SD	D	A	SA	NR
My initial contact with the college was a positive experience.	1.4	2.8	59.9	33.8	2.1
Information I received concerning admission was helpful and complete.	2.8	7.7	62.0	26.1	1.4
Information about the registration process was helpful and complete.	0.7	7.7	66.2	23.2	2.1
Adequate registration times were offered by the college.	9.2	24.6	47.9	15.5	2.8
Adequate staffing to complete registration was available.	7.7	28.9	49.3	12.7	1.4
The registration process was generally well organized and efficient.	14.1	23.9	46.5	12.0	3.5
Transcripts/grade reports were sent to me each semester in a timely manner.	2.1	3.5	60.6	31.7	2.1
Transcripts I requested for other institutions or employers were sent out in a timely manner.	1.4	6.3	42.3	21.1	28.8
The academic records I received were accurate.	0.7	3.5	57.7	34.5	3.5
Information I received concerning financial aid was helpful and complete.	1.4	7.0	21.1	11.3	59.1
Information on graduation policies and procedures was clear and thorough.	3.5	10.6	57.7	26.1	2.1
The graduation evaluation was helpful and complete.	2.1	7.7	50.7	22.5	16.9
Most college administrators and staff were sensitive to my special needs and concerns.	3.5	9.9	51.4	20.4	14.8

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 6B: ADMINISTRATION (**North Haven Campus**)

EVALUATION MEASURE	SD	D	A	SA	NR
My initial contact with the college was a positive experience.	1.8	5.4	67.9	21.4	3.6
Information I received concerning admission was helpful and complete.	1.8	3.6	71.4	19.6	3.6
Information about the registration process was helpful and complete.	-	1.8	76.8	16.1	5.4
Adequate registration times were offered by the college.	-	5.4	73.2	17.9	3.6
Adequate staffing to complete registration was available.	-	5.4	67.9	23.2	3.6
The registration process was generally well organized and efficient.	-	5.4	64.3	26.8	3.6
Transcripts/grade reports were sent to me each semester in a timely manner.	-	-	58.9	37.5	3.6
Transcripts I requested for other institutions or employers were sent out in a timely manner.	3.6	1.8	33.9	25.0	35.7
The academic records I received were accurate.	3.6	-	58.9	32.1	5.4
Information I received concerning financial aid was helpful and complete.	3.6	5.4	42.9	10.7	37.5
Information on graduation policies and procedures was clear and thorough.	1.8	5.4	58.9	23.2	10.7
The graduation evaluation was helpful and complete.	-	3.6	51.8	21.4	23.3
Most college administrators and staff were sensitive to my special needs and concerns.	1.8	10.7	50.0	23.6	14.3

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 7A: FACILITIES (Long Wharf Campus)

EVALUATION MEASURE	SD	D	A	SA	NR
College facilities were adequate to my educational needs.	-	6.3	70.4	17.5	5.6
College facilities were generally clean and well-maintained.	1.4	9.9	71.8	10.6	6.3
These facilities had up-to-date equipment:					
a. Science Labs	0.7	3.5	23.2	2.1	70.4
b. Nursing/Hlth Labs.	0.7	1.4	11.3	1.4	85.2
c. Computer Labs	3.5	6.3	31.7	2.8	55.6
d. Eng./Tech Labs	-	1.4	3.5	0.7	94.3
e. Language Labs	-	1.4	4.2	0.7	93.6
f. Learning Labs	0.7	1.4	16.2	2.8	78.8
g. Library	3.5	7.0	62.7	13.4	13.4
The cafeteria was open at convenient times for me.	3.5	13.4	69.0	7.0	7.0
Cafeteria food was of acceptable quality and variety.	12.0	15.5	50.7	1.4	20.4
Security was visible and active where needed.	6.3	12.0	62.7	15.5	3.5
Enough parking was generally provided for students.	21.8	35.9	35.9	2.8	3.5
Parking lots were well-laid out and adequately lit.	13.4	26.1	49.3	7.0	4.2
Buildings and classrooms were easily accessible to everyone.	1.4	6.3	67.6	22.5	2.1

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

TABLE 7B: FACILITIES (North Haven Campus)

EVALUATION MEASURE	SD	D	A	SA	NR
College facilities were adequate to my educational needs.	-	5.4	69.6	21.4	3.6
College facilities were generally clean and well-maintained.	3.6	14.3	60.7	21.4	-
These facilities had up-to-date equipment:					
a. Science Labs	3.6	14.3	55.4	12.5	14.3
b. Nursing/Hlth Labs.	0.7	1.4	11.3	1.4	85.2
c. Computer Labs	-	12.5	51.8	28.6	7.2
d. Eng./Tech Labs	7.1	19.6	44.6	21.4	7.2
e. Language Labs	-	5.4	23.2	1.8	69.7
f. Learning Labs	-	5.4	25.0	3.6	66.1
g. Library	1.8	3.6	48.2	46.4	-
The cafeteria was open at convenient times for me.	5.4	3.6	69.6	19.6	1.8
Cafeteria food was of acceptable quality and variety.	8.7	21.4	48.2	14.3	7.1
Security was visible and active where needed.	17.9	30.4	25.0	1.8	25.0
Enough parking was generally provided for students.	5.4	7.1	67.9	17.9	1.8
Parking lots were well-laid out and adequately lit.	3.6	12.5	66.1	16.1	1.8
Buildings and classrooms were easily accessible to everyone.	-	-	75.0	23.2	1.8

SD = Strongly Disagree; D = Disagree; A = Agree; SA = Strongly Agree; NR = No Response

APPENDIX D

Evaluation Measures With Greater Than 20% Non-Response

Evaluation Measure	Long Wharf Campus N=142 %	North Haven Campus N=56 %
Adequate career counseling	26.7	14.3
Adequate personal counseling	52.8	41.1
Course & program advice helpful	23.9	14.3
Job placement effective	71.8	42.9
Counselors helpful & understanding	31.7	17.9
Computer labs adequate software	59.1	7.1
Computer labs adequate stations	59.2	5.4
Computer lab times convenient	57.0	5.4
Computer staff available & helpful	59.8	7.1
Language labs effective	87.3	53.6
Language lab times convenient	89.4	57.2
Tutors competent & understanding	71.1	60.8
Tutors/Learn Labs available	66.2	50.0
Orientation adequate	42.9	26.8
Felt integral part student body	28.1	7.2
Attitude toward differences	24.6	14.3
Events varied & interesting	47.9	28.6
Events encouraged development	50.0	26.8
Enjoyed social & rec. programs	65.5	37.5
Benefit from student health office	77.4	71.4
Transcripts to others timely	28.8	35.7
Financial aid info complete	59.1	37.5
Grad evaluation helpful & complete	16.9	23.3
Science Lab equip up to date	70.4	14.3
Nursing/Health lab equip up to date	85.2	85.2
Computer lab equip up to date	55.6	7.2
Engineer lab equip up to date	94.3	7.2
Language lab equip up to date	93.6	69.7
Learning lab equip up to date	78.8	66.1
Library equip up to date	13.4	0.0
Cafeteria food acceptable	20.4	7.1
Security visible & active	3.5	25.0

APPENDIX E

Mean Responses on Evaluation Measures

(Excludes Non-Responses)

	Long Wharf Campus		North Haven Campus	
Evaluation Measure	**N**	**Mean**	**N**	**Mean**
Major courses provide info to succeed	132	1.09	54	0.94
Adequate number of major courses	137	0.84	55	0.13
Required course times convenient	138	0.68	56	0.43
Grades show effort & performance	139	1.27	56	0.96
Tests cover material	139	1.18	56	1.04
Texts were appropriate	139	1.01	56	0.64
Useful and interesting electives	131	0.80	53	**0.03**
FAC understanding & depth of subject	139	1.29	56	1.07
FAC clearly express concepts	138	1.18	55	0.91
FAC assisted me in educational goals	138	1.12	56	1.11
FAC showed concern for individual	137	0.93	56	1.04
FAC available outside class	128	0.89	56	1.25
Adequate career counseling	104	0.46	48	0.85
Adequate personal counseling	67	0.28	33	0.82
Course & program advice helpful	108	0.59	48	0.67
Job placement effective	40	**0.05**	32	**0.34**
Counselors helpful & understanding	97	0.61	46	1.11
Library had needed materials	125	0.72	55	1.36
Library times convenient	128	0.91	56	1.29
Library staff available & helpful	124	0.94	55	1.60
Library good place to study	120	0.96	56	1.18
Computer labs adequate software	58	0.79	52	1.31
Computer labs adequate stations	65	**0.02**	53	0.91
Computer lab times convenient	61	0.59	53	0.85
Computer staff available & helpful	57	0.44	52	0.62
Language labs effective	18	0.22	26	0.73
Language lab times convenient	15	0.07	24	0.71
Tutors competent & understanding	41	0.73	22	1.00
Tutors/Learn Labs available	48	0.83	28	0.96
Bookstore had needed texts	139	1.08	54	1.07
Bookstore times convenient	139	0.71	54	0.74
Bookstore procedures well organized	134	0.57	54	0.94
Bookstore personnel helpful	137	0.98	53	1.06
Orientation adequate	81	1.02	41	0.78
Felt integral part student body	102	0.57	52	0.46
Attitude toward differences	107	0.88	48	0.48
Events varied & interesting	74	0.59	41	**0.10**
Events encouraged development	71	0.73	40	**0.10**
Enjoyed social & rec. programs	49	0.63	35	0.11
Benefit from student health office	32	0.53	16	0.06
Initial CTC contact positive	139	1.24	54	1.06
Admissions info complete	140	1.02	54	1.07
Registration info complete	139	1.06	53	1.13
Registration times adequate	138	0.37	54	1.07
Registration staffing adequate	140	0.31	54	1.13
Registration process efficient	137	0.19	54	1.17
Transcript/grades to me timely	139	1.19	54	1.39
Transcripts to others timely	101	1.06	36	1.17

	Long Wharf Campus		North Haven Campus	
Evaluation Measure	**N**	**Mean**	**N**	**Mean**
Academic records accurate	137	1.26	53	1.23
Financial aid info complete	58	0.83	35	0.83
Grad info clear & thorough	139	0.94	50	1.08
Grad evaluation helpful & complete	118	1.01	43	1.19
Admin/Staff sensitive to needs	121	0.88	48	0.96
Facilities adequate	134	1.05	54	1.11
Facilities clean	133	0.86	56	0.82
Science Lab equip up to date	42	0.76	48	0.69
Nursing/Health lab equip up to date	21	0.76	7	0.14
Computer lab equip up to date	63	0.54	52	1.04
Engineer lab equip up to date	8	0.63	52	0.58
Language lab equip up to date	9	0.67	17	0.71
Learning lab equip up to date	30	0.90	19	0.79
Library equip up to date	123	0.87	56	1.34
Cafeteria times convenient	132	0.67	55	0.96
Cafeteria food acceptable	113	0.18	52	0.40
Security visible & active	137	0.72	42	**0.50**
Parking space adequate	137	**0.39**	55	0.87
Parking well laid out & lit	136	0.11	55	0.80
Buildings/classes accessible	139	1.06	55	1.24